

COMPLETED

MAR 31 1992

1. CASE NO. <u>69220313</u> 920303CCN1236		2. INVESTIGATOR'S ID <div style="border: 1px solid black; padding: 2px; display: inline-block;">9 0 0 3</div>		3. OFFICE CODE <div style="border: 1px solid black; padding: 2px; display: inline-block;">8 3 0</div>		<h2 style="margin: 0;">EPIDEMIOLOGIC INVESTIGATION REPORT</h2>	
4. DATE OF ACCIDENT <div style="display: flex; justify-content: space-around;"> <div>YR 9 2</div> <div>MO 0 2</div> <div>DAY 2 0</div> </div>		5. DATE INVESTIGATION INITIATED <div style="display: flex; justify-content: space-around;"> <div>YR 9 2</div> <div>MO 0 3</div> <div>DAY 0 9</div> </div>					
6. SYNOPSIS OF ACCIDENT OR COMPLAINT <u>This investigation was initiated by a consumer's complaint that her Black and Decker brand toaster oven ignited a piece of bread she was toasting in the unit on 2-20-92. Within approximately one minute of beginning the toasting process, the bread charred and caught fire, requiring the consumer to put out the flames with a fire extinguisher. No injuries resulted from this incident.</u>							
7. LOCATION (Home, school, etc.) kitchen of home			8. CITY <div style="border: 1px solid black; padding: 2px; display: inline-block;">1 0</div> Milwaukee		9. STATE <div style="border: 1px solid black; padding: 2px; display: inline-block;">W I</div>		
10A. FIRST PRODUCT toaster oven			11A. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS <u>TR040-TY2-model</u> Black and Decker (U.S.) Inc., Shelton, CT.				
10B. SECOND PRODUCT N/A			11B. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS N/A				
12. AGE OF VICTIM <div style="border: 1px solid black; padding: 2px; display: inline-block;">9 9 9</div>		13. SEX (Use numerical code) MALE -1 FEMALE -2 UNKNOWN -3 <div style="border: 1px solid black; padding: 2px; display: inline-block;">9</div>		14. DISPOSITION No injury		15. INJURY DIAGNOSIS No injury	
16. BODY PART No injury		17. RESPONDENT(S) (Mother, Friend) Complainant		18. TYPE INVESTIGATION ON SITE 1 TELEPHONE 2 OTHER 3 <div style="border: 1px solid black; padding: 2px; display: inline-block;">1</div>		19. TIME SPENT Tr: 1.0 <div style="border: 1px solid black; padding: 2px; display: inline-block;">0 4 0</div>	
20. ATTACHMENTS Multiple		21. CASE SOURCE Consumer complaint		22. REVIEWED BY <div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid black; padding: 2px; display: inline-block;">8 1 3 0</div> <div style="display: flex; justify-content: space-around;"> <div>YR 9 2</div> <div>MO 0 3</div> <div>DAY 2 5</div> </div> </div>			
23. PERMISSION TO DISCLOSE NAMES (NON-NESS CASES ONLY) CPSC MAY DISCLOSE MY NAME <input checked="" type="checkbox"/> CPSC MAY NOT DISCLOSE MY NAME <input type="checkbox"/>							
24. NARRATIVE (See instructions on Other Side) See attached narrative.				25. REGIONAL OFFICE DIRECTOR REVIEW DATE			

MFR/PRVLR NOTIFIED 7/3/92

_____ made _____

_____ attached _____

_____ requested _____

_____ _____

(USE OTHER SIDE AND ADDITIONAL SHEETS IF NECESSARY)



JK
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(USE OTHER SIDE AND ADDITIONAL SHEETS IF NECESSARY)

920303CCN1236

SUMMARY:

This investigation was initiated by a consumer's complaint that her Black & Decker toaster oven ignited a piece of bread she was toasting in the unit on 2/20/92.

Within approximately one minute of starting the toaster, the bread was charred and caught fire, requiring the complainant to put out the fire with a fire extinguisher. No injuries resulted from this incident.

PRE-INCIDENT:

The complainant purchased a Black & Decker TR040 "Toast-R-Oven" from a Kohl's Department Store located at 5300 S. 76th St., in Greendale, WI in approximately spring of 1989. This unit was purchased new at a cost of approximately \$45. The toaster oven has been used on a daily basis since being purchased, and has worked properly.

The complainant read the operating instructions when first purchasing the unit, and stated that she has referred to them periodically since that time. She expressed familiarity with the safety precautions printed on pages 2 and 3 of the instruction booklet, which is attached to this report as Exhibit "A."

The toaster oven was kept on the kitchen counter; no extension cord was used, and the appliance's approximately 3 foot cord was lying loosely on top of the counter. The unit was plugged into a standard three prong household electrical outlet.

INCIDENT:

At approximately noon on 2/20/92 the complainant put a single piece of standard sized bread on the crumb food rack in the toaster. The toast color selector was set at approximately 3/4 of its full range, the same setting it has been set on for years. The bake/broil temperature control was turned to the off position.

After approximately one minute, the complainant noted that the bread slice had started on fire inside the toaster. She immediately opened the toaster oven access door, and extinguished the open flames with a fire extinguisher. The slice of bread was found to be completely charred, however the toaster oven did not appear to have suffered any significant damage. The toaster should have turned off automatically at the settings described above, without burning the bread.

POST INCIDENT:

Complainant called a local Black & Decker (U.S.), Incorporated Household Appliance Authorized Service Center, located at 10424 W. Bluemound Rd., in Brookfield, WI, (414) 453-4240 to complain about the product. The complainant was told to bring in the toaster, and advised that she would be reimbursed for the cost of a similar replacement toaster oven, up to a \$60 value. The complainant intends to return the unit to Black & Decker for the agreed upon refund, and did not wish to turn the toaster oven over to the CPSC as requested.

On 3/9/92 this investigator viewed the toaster oven at the complainant's residence. The toaster oven is described as a model TR040-TY2 tan and black in color, 120 volt, 1500 watts, 50-60Hz. There is a further marking on the bottom of the unit noting "UL listed, 228E," and a warning "disconnect toaster before cleaning." The appliance appears to be in generally good condition, and appeared to be generally clean and free from crumbs. The crumb tray was not warped or loose fitting, and the heating elements appeared to be straight and not sagging.

Photographs were taken of the toaster oven, and are included with this report as Exhibit "B." The toaster oven was not collected as a sample, due to the complainant's wish to return the item to the manufacturer for a refund.

The complainant signed an "Authorization For Release of Name" form allowing disclosure of her name if necessary; this form is attached to this report as Exhibit "C."

PRODUCT IDENTIFICATION:

MANUFACTURER: Black & Decker (U.S.), Inc.
6 Armstrong Rd.
Shelton, CT 06484

MODEL: TR040-TY2 "Toast-R-Oven"

DESCRIPTION: Black and tan in color, 120 volts, 1500 watts,
50-60 Hz; purchased new in spring 1989.

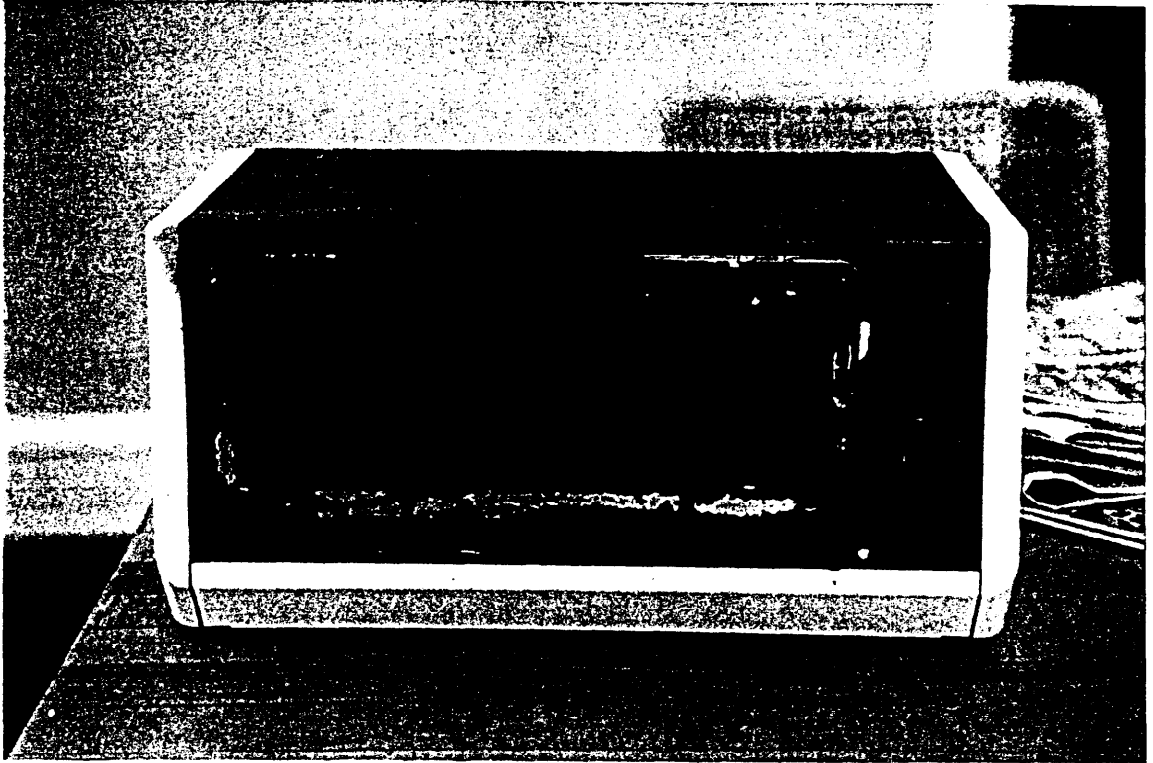
RETAILER: Kohl's Department Store
5300 S. 76th St.
Greendale, WI

LOCAL SERVICE CENTER: Black & Decker (U.S.), Inc.
10424 W. Bluemound Rd.
Brookfield, WI
(414) 453-4240

ATTACHMENTS:

- Attachment A - Instruction booklet complainant received with the appliance with purchasing the unit new in spring 1989.
- Attachment B - Photographs of toaster oven involved in this incident.
- Attachment C - "Authorization For Release of Name" form dated 3/9/92.
- Attachment D - Copy of original consumer product incident report.

Exhibit "B"



Photos of Black and Decker Model TR040 toaster oven.

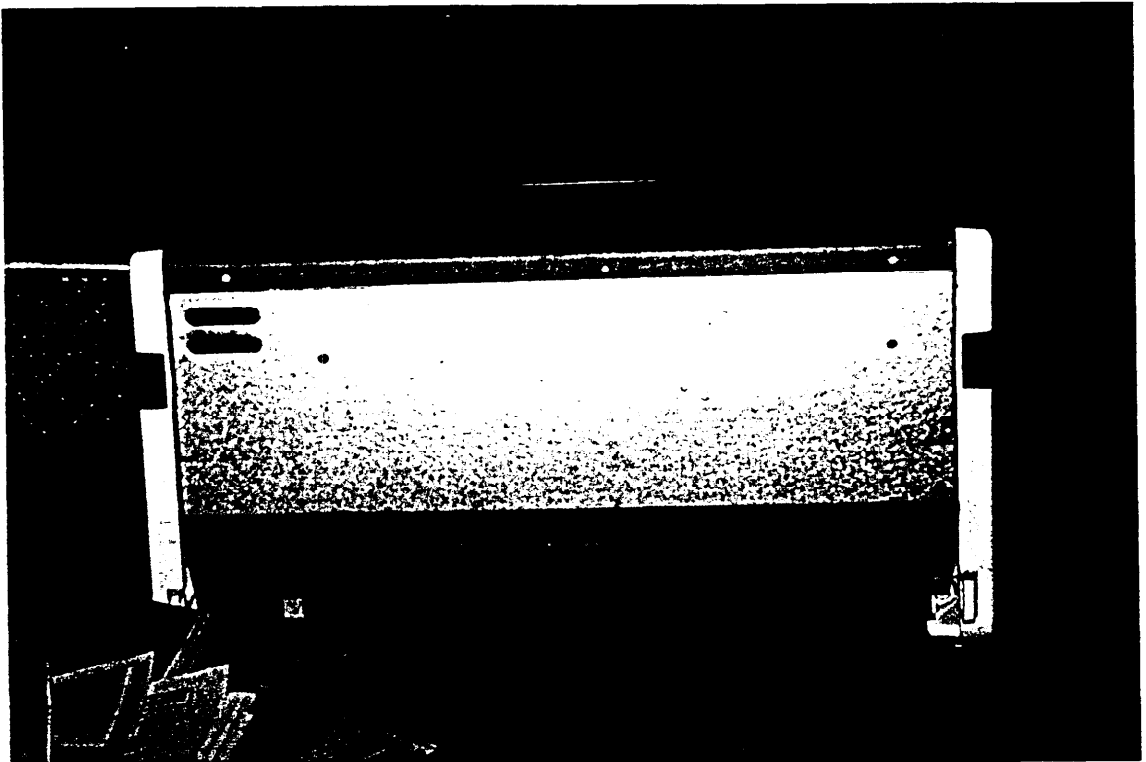
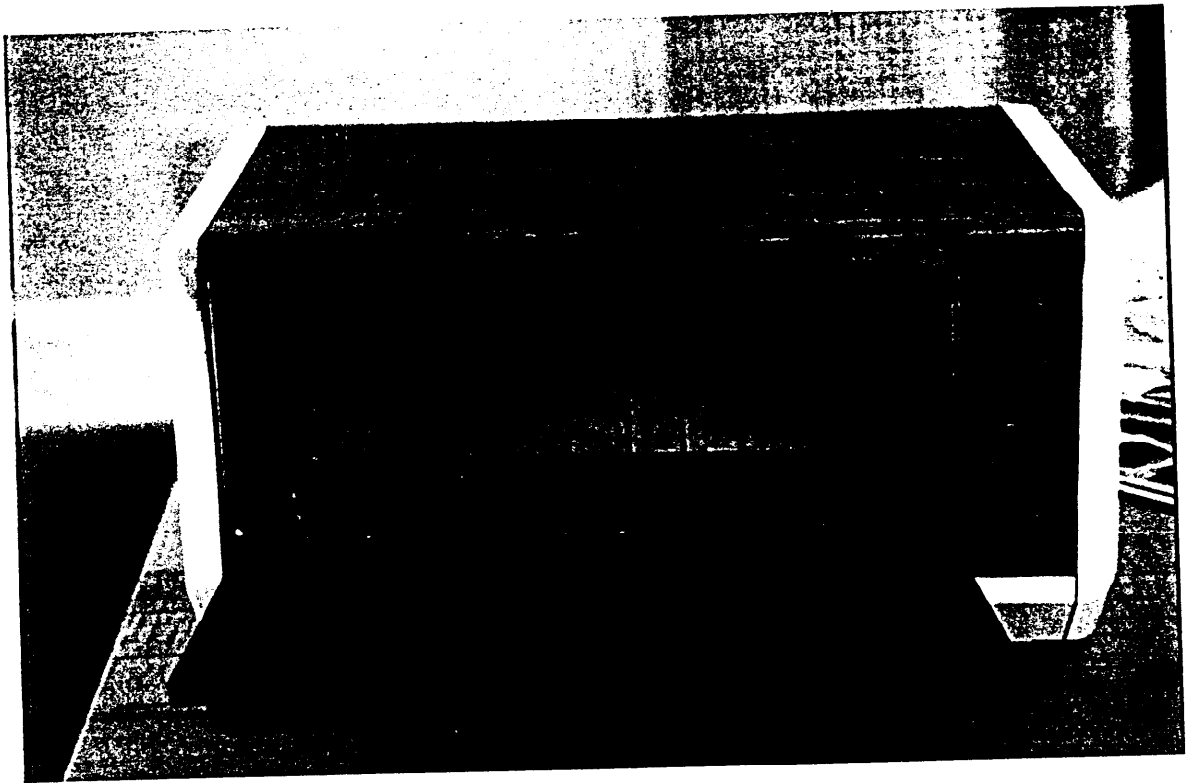
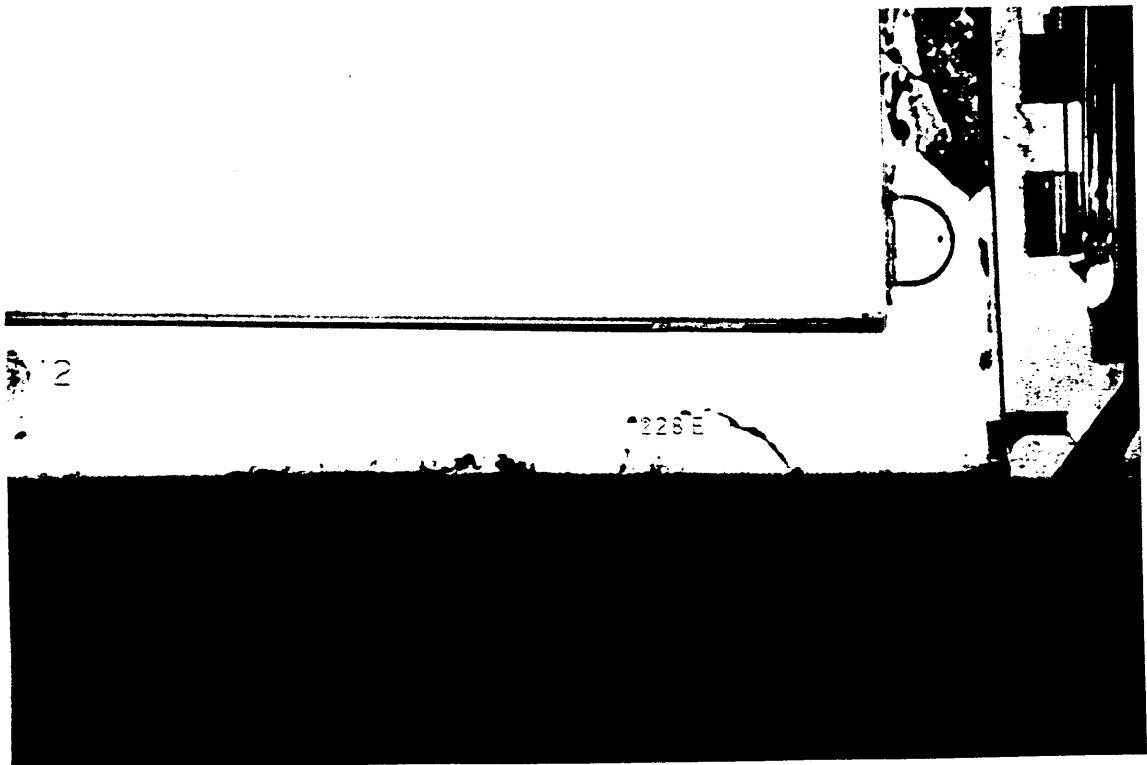


Exhibit "B"

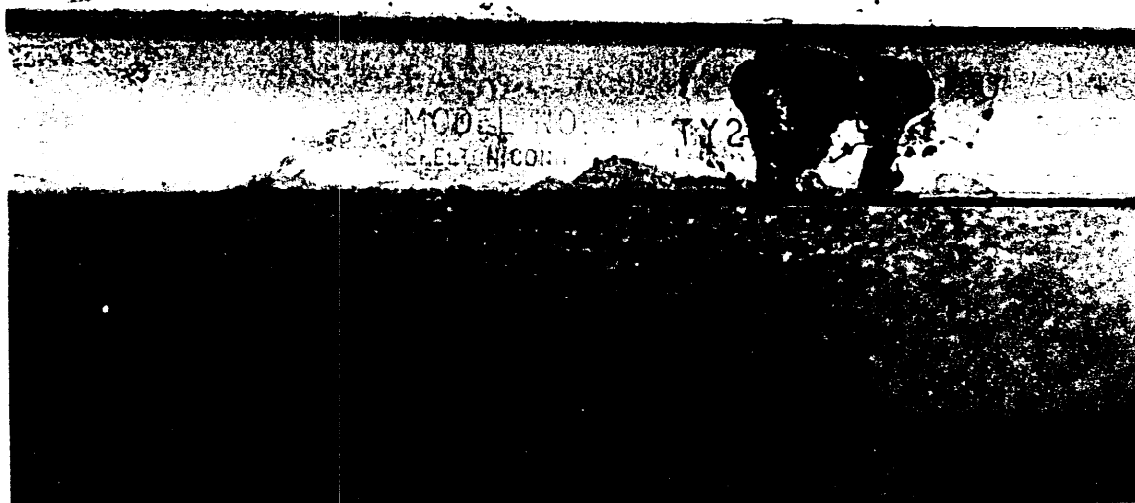


Above: Interior of toaster oven; Below: labeling on back of unit.

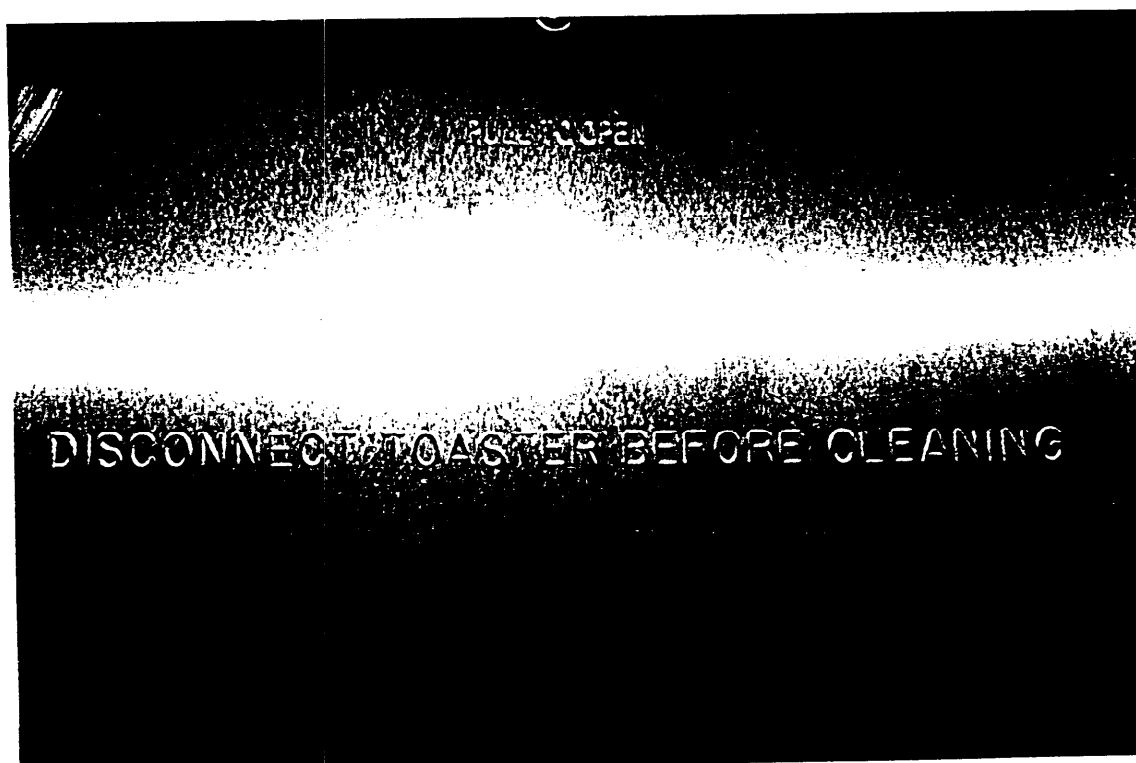


IDI# 920303CCN1236

Exhibit "B"



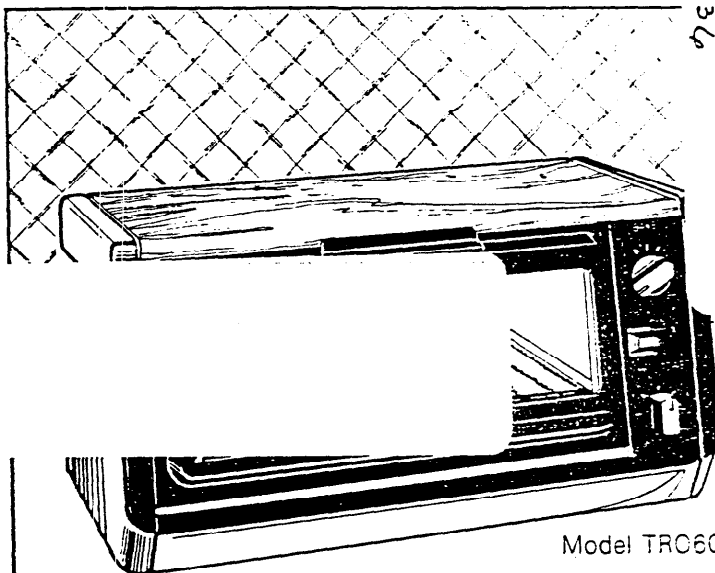
Above: Labeling identifying model number.
Below: Warning labeling on crumb tray.





BLACK & DECKER®

Toast-R-Oven™ Broilers



Model TRO60

Series TRO30 through TRO60's
1500 Watts, 120 Volts, 50/60 Hz, AC Only
Listed by Underwriters Laboratories, Inc.

Every Black & Decker product is of the highest quality. If you have any questions concerning the use of your Toast-R-Oven, please call us **TOLL FREE** - from 8:00 a.m. to 5:00 p.m. Eastern Time, Monday thru Friday at:

TOLL FREE# — 800-421-8668

(NORTH CAROLINA residents only)

TOLL FREE# — 800-222-2839

SAVE THIS USE & CARE BOOK

Exhibit "A"
TOT # 92030362N1236

CONSUMER PRODUCT INCIDENT REPORT

Exhibit "D"

1. NAME OF RESPONDENT Susan Stickels		2. TELEPHONE NO. (Home) (Work) Home: 414-332-1288 Work: 414-423-7721	
3. STREET ADDRESS 4401 N. Maryland Avenue Milwaukee, WI. 53211		4. CITY STATE ZIP CODE Milwaukee, WI. 53211	
5. DESCRIBE ACCIDENT SITUATION OR HAZARD, INCLUDING DATA ON INJURIES. (Use second page if necessary.) On 2-20-92 respondent was making toast in her 3 year old Black and Decker toaster oven. Withing approximately one minute, the toaster caused the bread to start on fire, requiring the respondent to put out the fire with a fire estinguisher.			
6. DATE OF INCIDENT(S) 2-20-92	7. IF INJURY OR NEAR MISS, OBTAIN AGE _____ SEX _____ AND DESCRIBE INJURY <u>No injury</u>	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME <u>N/A</u> RELATIONSHIP _____	
9. DESCRIPTION OF PRODUCT toaster oven		10. BRAND NAME "Black and Decker"	
11. MANUFACTURER/DISTRIBUTOR NAME, ADDRESS & PHONE Black and Decker, U.S., Inc. 10424 W. Bluemound Road Brookfield, WI. ph.# 414-453-4240 <i>Towson, Md.</i>		12. MODEL, SERIAL NO.'S 13. DEALER'S NAME, ADDRESS & PHONE Kohl's Department Store 5300 S. 76th Street Greendale, WI.	
14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? YES _____ NO <u>XX</u> IF YES, BEFORE OR AFTER THE INCIDENT? _____ Describe _____ _____ _____		15. PRODUCT PURCHASED NEW <u>XX</u> USED _____ DATE PURCHASED <u>1989</u> AGE _____ 16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: <u>unknown</u>	
17. HAVE YOU CONTACTED THE MANUFACTURER? YES <u>XX</u> NO _____ IF NOT, DO YOU PLAN TO CONTACT THEM? YES _____ NO _____ OTHER <u>offered to replace item.</u>		18. IS THE PRODUCT STILL AVAILABLE? YES <u>XX</u> NO _____ IF NOT, ITS DISPOSITION _____	19. MAY WE USE YOUR NAME WITH THIS REPORT? YES <u>XX</u> NO _____
FOR ADMINISTRATION USE			
20. DATE RECEIVED 2-26-92	21. RECEIVED BY (Name & Office) Dennis R. Blasius MKE/RP		22. DOCUMENT NO. <div style="font-size: 1.5em; font-weight: bold;">G22-0313</div>
23. FOLLOW-UP ACTION <div style="font-size: 1.2em; font-weight: bold;">Investigation 920303 CCN 1236</div>			24. PRODUCT CODE(S)
25. DISTRIBUTION FOER, EPDS, FOER		26. ENDORSER'S NAME & TITLE <i>Eric B. Hull, Regional Director</i>	